**Timothy Young**

*Service Industry Professional*  
tyoung@wwrfresource.com

401 S. Emporia

Wichita, KS 67202

316-265-5211 ext. 208

**Summary of Qualifications**

* 15 year’s of experience in the service industry, including as a manger, cook, and cashier.
* Responsible for training and onboarding of new employees.
* Meet and greet all customers, field product inquiries and direct questions to the appropriate department.
* Excellent verbal and written communication ability while working with others, public and otherwise, at all levels.

**Skills Summary**

* Training
* Managing
* Cashier
* Cooking
* Inventory control
* Dishwashing
* Cleaning
* Customer service
* Closing

**Work History**

* *Cook* 12/2016 thru 5/2017

**Aramark** Stockton, KS

* + Cooked meals for dinner service of approximately 100-300 guests.
  + Prepared ingredients, including meats, vegetables and seasonings for the following day.
  + Secured and stored leftover food according to standard food safety guidelines.
  + Cleaned, washed, and stored heavy pots and pans, utensils, and other equipment.
* *Supervisor* 7/2013 thru 10/2016

**Freddy’s Frozen Custard & Steakburgers** Topeka, KS

* + Supervised restaurant staff.
  + Trained new hired on company standard operating procedures.
  + Handled delegation of duties according to specific employee knowledge, skills, and abilities.
  + Facilitated communication between employees and management to field and address issues, concerns, or problems.
* *Closing Manager* 11/2007 thru 12/2012, 8/2014 thru 12/2015

**Jersey Mike’s Subs** Topeka, KS

* + Oversaw closing operations and duties for local franchise.
  + Responsible bank deposits and paperwork.
  + Inspected various work stations for cleanliness, stocking, and operation.
  + Coordinated repairs and issues with opening manager.
* *Sales Associate* 12/2008 thru 3/2009

**Dillards** Topeka, KS

* + Provided stellar customer service to guests with friendly and helpful greetings, wardrobe suggestions and cashiering.
  + Succeeded at meeting or exceeding sales goals 100 percent of the time.
  + Built up a strong base of guest relationships to facilitate sale merchandise and event notifications.
  + Maintained constant watch over new fashion trends and product development.
* *Cashier* 9/2004 thru 11/2007

**Food-4-Less** Topeka, KS

* + Accepted payments from customers and provided change and receipts.
  + Operated POS registers to ring up items and total orders, ensuring count remained within over/under tolerances.
  + Bagged customer’s goods according to best practices to minimize damage to products.
  + Resolved customer complaints in a calm and timely manner.
* *Cashier* 7/2001 thru 9/2004

**Sam’s Club** Topeka, KS

* + Maintained thorough understanding of store merchandise while processing payments.
  + Sold store credit cards.
  + Developed a reputation for prompt and efficient service while cashiering.
  + Monitored cash limits at all times while delivering excellent customer service.

**Education**

HVAC-R *WTI Technical* Topeka, KS 2007